GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1743
ANSWERED ON:04.05.2016
Postal Services
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of services presently undertaken by the Postal Department in the country and the revenue earned from those services;

(b) whether manpower and infrastructural requirements are sufficient to meet the growing demands for additional services being rendered including Postmasters and Postmen by the Postal Department;

(c) if not, whether the Government has any proposal to recruit more personnel and to open more new post offices in the country;

(d) if so, the details thereof; and

(e) the steps taken to further improve the services and efficiency of Postal Department in the country?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)
(a) Present traditional services provided by the Department of Posts are Letters, Letter Cards, Post Cards, Competition Post Cards, Meghdoot Post Cards, Book pattern & sample Packet, Book Packets containing Printed Books, Book Packets containing periodicals, Blind Literature Packets, Registered News Papers, Parcels, Registered Parcels, Business Reply Envelops and Cards, Insurance of Postal articles, Value Payable Letters, Value Payable Parcels, Money Orders, Electronic Money Orders, Instant Money Orders, Mobile Money Transfer Service, Indian Postal Orders and Registered Letters. Besides, following financial Services are also provided by the Department:
(i) Post Office Savings Bank (POSB)
(ii) International Money Transfer Services
(iii) Retailing of Mutual Funds through Post Offices
(iv) National Pension System (All Citizen Model) product of Pension Fund Regulatory and Development Authority
(v) Jan Suraksha Schemes mainly Pradhan Mantri Suraksha Bima Yojana (PMSBY), Pradhan Mantri Jeewan Jyoti Bima Yojana (PJJBY) and Atal Pension Yojana (APS)

However, details revenue earned from major services are as under:- <pre>
Items of Revenue Receipts 2012-13 2013-14 2014-15 2015-16
(Up to Pre
March, 2016)
Speed Post 1261.5 1372.21 1495.21 1601.90
Business Post 823.9 1029.52 962.54 730.79
Bill Mail Post 104.9 102.98 103.56 98.09
Express Parcel Post 78.9 77.63 64.33 59.53
Business Parcel 0 00.00 48.14 90.41
Retail Post 72 70.22 84.36 77.02
Sale of Postage &Service Stamps 649.06 670.67 522.76 432.75
Logistic Post 49.5 15.25 24.43 15.31
Commission on Money Orders & IPOs 501.9 606.89 641.98 464.82
Others* 793.24 869.78 1018.64 1263.57
Revenue from P.O. (Including Commission from MGNREGA) 4334.9 4815.15 4965.95 4834.19

SBCC 5031.6 5915.27 6670.03 7650.00
Total Revenue 9366.5 10730.42 11635.98 12484.19
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(b) No, Madam.
(c) Yes, Madam.

(d) Yes, All cadres in Department of Posts have fixed sanctioned strength to deliver services rendered by the Department. Whenever any posts in any cadre falls vacant due to unavoidable circumstances such as promotion, retirement, death, deputation or leave, the duties of such posts is managed by redistribution and combination of duties in Post Offices for ensuring smooth delivery of Postal Services till the time these posts are filled up on regular basis. Filling up of such vacancies is an on-going process in the Department as per provisions contained in the Recruitment Rules of each cadre, provided that the total working strength should not exceed the sanctioned strength of a particular cadre. During the financial year 2016-17 the Department has planned to open 93 Branch Post

Offices (40 by relocation & 53 by redeployment) and 90 Sub Post Offices (38 by relocation & 52 by redeployment) in the country under the Plan Scheme-`Rural Business & Access to Postal Network'.

e) In order to improve the services and efficiency of postal department in the country, following initiatives have been taken by the Department for sorting, transmission and delivery of mail, which inter-alia includes:

i. Setting up of Automated Mail Processing Centres in Delhi and Kolkata for fast and efficient sorting of letters and packets.
Contdâ€¦3/-

ii. Provisioning of online track and trace facility for Speed Post, Registered Post and Parcels.

iii. Infrastructure upgradation and site upgradation of sorting offices to improve mail processing.

iv. Introduction of dedicated point to point Road Transport for fast & secure transmission of parcels, especially e-commerce articles.

v. Equipping departmental vehicles with Global Positioning System for better monitoring.

vi. Procurement of additional one tonner vehicles in order to ensure safe and secure transmission of Speed Post articles.

vii. Online availability of track and trace facility in respect of Registered Articles and Parcels.

viii. The online KPI tool providing an effective mechanism for monitoring of performance and taking necessary corrective action.

ix. IT modernization Project will improve the service and efficiency of the Department by way of better financial inclusion especially in rural areas, effective and transparent delivery of social security schemes including DBT Multiple Channels of access.
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